



Monterey Regional Waste Management District

Job Description

Position:	Sales Associate	Department:	LCM
Position Status:	Full Time/Non-exempt	Bargaining Unit:	LSC Unit
Reports to:	Assistant LCM Manager	Revised:	July 2017

DEFINITION

Under supervision, employees perform a variety of cashiering, customer service, and retail clerk duties in the District's Last Chance Mercantile resale operation and perform other job related duties as required.

DISTINGUISHING CHARACTERISTICS:

This is an advanced job classification of the Sales Assistant position for cashiering, customer service, and retail clerk duties for positions assigned to assist with the District's Last Chance Mercantile resale operation. The Sales Associate performs role within safety guidelines and observes and follows all policies. In addition to the responsibilities performed by the Sales Assistant, the Sales Associate responsibilities also include opening and/or closing of the facility, providing direction to Sales Assistant employees, and performs other job related duties as required. Incumbents are expected to have excellent customer service skills, knowledge of the resale industry, and to perform skilled tasks including cash reconciliation, sales analysis, and assisting supervisors to ensure efficient and safe store operations.

ESSENTIAL FUNCTIONS

- Provides excellent customer service.
- Greets customers promptly and assists them in the selection and purchase of merchandise.
- Computes price of merchandise.
- Monitors customers regularly to help the store in loss prevention.
- Maintains the look of store, restocks shelves, dusting, cleaning, sweeping, and mopping floors as required.
- Unload/Lift merchandise.
- Mark items with identifying price.
- Adhere to an assigned work schedule and meet District attendance standards.
- All District positions require the employee to provide good customer service to both internal and external customers, maintain positive and effective working relationships with other District employees. Must show cooperation and respect to fellow employees and supervisors at all times.

SUPERVISORY RESPONSIBILITIES

Provides lead direction and work coordination to Sales Assistant employees.

DUTIES AND RESPONSIBILITIES

The following duties are typical of this classification and are intended only to describe the various types of work that may be performed, the level of technical complexity of the assignment(s), and are not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement to address business needs and changing business practices.

- Provides excellent customer service in a team oriented environment.
- Performs cashiering duties and operates office equipment such as calculator and copier.
- Helps manage store inventory including product display, and merchandising.
- Greets customers and is able to provide general information to the public regarding District operations.
- Maintains accurate records of cash received, reconciling cash and sales.
- Tabulates data and verifies totals.

- Works closely with coworkers in a team environment.
- Cleans, organizes, and stocks goods for resale.
- Performs beverage container redemption transactions for customers at the buyback center.
- Assists with receiving and bulk loading of incoming e-waste.
- Opens and closes the store including preparing cash register and reconciliation of money and receipts.
- Provides lead direction and work coordination for Sales Assistant employees.
- Performs basic fiscal recordkeeping and office support work.
- Establishes pricing for various products in compliance with District policies and procedures.

QUALIFICATIONS

Knowledge of:

- Advanced retail cashiering practices and procedures.
- Experience in merchandising and point of purchase product display.
- Correct English usage, spelling, grammar, and punctuation. Bilingual English/Spanish skills a plus.
- Recordkeeping methods and practices.
- Basic mathematics.
- Experience in a resale environment a plus.

Ability to:

- Learn the purposes, methods, practices, procedures, and recordkeeping requirements of the Last Chance Mercantile.
- Perform general retail store and customer service assignments with and without guidance and supervision.
- Prepare and maintain accurate records/reports related to the receipt of cash and sales totals by department/category.
- Provide effective, courteous customer service to the public in the store and at the donation/receiving area.
- Maintain good public relations with public, staff, and vendors.
- Load incoming e-waste into bulk storage crates.
- Make change quickly and count large sums of cash with speed and accuracy.
- Use a cash register and operate calculators at a skill level and with the degree of accuracy required to meet job standards.
- Understand basic mathematical concepts of addition, subtraction, multiplication and division and accurately apply them to the essential job functions for satisfactory job performance.
- Read and write at the level required for successful job performance.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative working relationships.
- Apply sound judgment in a variety of circumstances with or without specific instructions.
- Support the goals and objectives of the District.
- Ability to work safely without presenting a threat to self or others.
- Adhere to an assigned work schedule and meet District attendance standards.
- Effectively direct and coordinate the work of the other employees.
- Implement the purposes, procedures, and record keeping requirements of the Last Chance Mercantile.
- Provide training and guidance to other employees.
- Perform general retail assistance assignments.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be experience in performing retail sales and cashiering duties in a lead type roll. High School Diploma is desired.

Special Requirements:

- Continued possession of a valid California Driver's license
- A driving record that meets District's auto insurance requirements may be a condition of employment.

TYPICAL WORKING CONDITIONS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

Frequently stand and walk; sit for extended periods; ability to: grip, twist, reach, stoop, kneel or crouch to pick up or move objects; lift and move objects weighing up to 50 pounds without assistance; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including telephones, calculators, cash register, copiers, and fax machine. Must be able to stand and walk about the store throughout scheduled shift.

Mental Demands

While performing the duties of this class, employees are regularly required to: work well under pressure; communicate effectively in both written and verbal form; capable of establishing priorities among the essential functions of the job and coordinating these priorities with others; interact with all levels of District management and personnel, and the public.

Work Environment

Normally work is performed in both indoor and outdoor environments; occasionally will be exposed to varying temperatures; regular exposure to exposure to dirt, dust, fumes, noise, garbage, foul odors; moderate exposure often works around moving vehicles and equipment; constant contact with staff and the public.

ACKNOWLEDGEMENT

I verify that I have received a copy of the job description and I understand the requirements of this position.

Employee Signature

Date

Employee Name – Please Print